

COMMISSION POLICY AND GUIDELINES (LEGAL VERSION)

WORKFORCE INVESTMENT ACT STATE PROVIDER LIST CERTIFICATION GUIDELINES

TENNESSEE HIGHER EDUCATION COMMISSION

PREFACE

- (1) The Commission invites continuous, constructive cooperation with institutions, civic organizations, governmental agencies, Better Business Bureaus, students and others to ensure the enforcement and improvement of these standards for better service to all consumers. The observance of these guidelines is the responsibility of each training provider and therefore the inherent advantage to each provider and for the common good of all providers.
- (2) Unless otherwise noted, general statements shall be in reference to institutions, businesses, services or any entity seeking, holding or required to hold permission to operate in the state of Tennessee as an Eligible Training Provider for the Workforce Investment Act of 1998.

ROLE OF THE COMMISSION AND LOCAL WORKFORCE INVESTMENT BOARDS

- (1) Role of the Local Workforce Investment Boards
 - (a) Certify eligible providers to be participants on the State Provider List
 - (b) Assure that no institution may solicit, recruit, award credentials or operate as an Eligible Training Provider until such certification is granted by the Local Workforce Investment Board.
- (1) Role of the Commission:
 - (a) The Tennessee Higher Education Commission shall establish and monitor a Training Provider Certification System in Tennessee.
 - (b) Annually grant subsequent eligibility of providers by analyzing performance data.
 - (c) Conduct state level appeals to determine whether or not a denied provider should be deemed eligible to participate on the State Provider' s List.
 - (d) Conduct state level appeals submitted by students participating with Eligible Training Providers. This includes reviewing and/or hearing parties involved in unresolved complaints.
 - (e) Perform site visits to review, inspect and investigate as necessary, institutions holding a certification for participation.
 - (f) Work in conjunction with the Local Workforce Investment Boards to establish a deadline for submission of initial certification application packages, new program applications and tracking information.
 - (g) Provide Local Workforce Investment Boards, state or federal agencies information pertaining to school closures under any condition.
 - (h) Provide Local Workforce Investment Boards with performance reports on training providers.
 - (i) Store student records from closed institutions or discontinued programs of institutions located in their respective local areas.

DEFINITIONS

- (1) The following definitions are complementary to definitions in the Workforce Investment Act (WIA) and have the following meanings, unless the context clearly indicates otherwise:
- (a) "*Ability-to-benefit*" as used in these regulations, in contrast to the use of that term for federal financial aid or other purposes, means students, regardless of financial condition, and whether or not they possess a high school diploma or GED, but who have demonstrated that they can profit materially or personally from a certain course of study.
 - (b) "*Academic*" in description of a program or institution means that which is organized primarily for academic training or transfer.
 - (c) "*Adverse action*" means action taken by the Commission or Local Workforce Investment Board to penalize, limit, change, suspend or cause to cease activity that is in non-compliance with the Act and these rules. Such adverse action may include but not be limited to suspension of activity; conditional certification or removal from the state list.
 - (d) "*Apprenticeship programs*" on-the-job training programs that are eligible to be grandfathered in as eligible training providers.
 - (e) "*Associate degree*" means a credential issued to students who complete a vocational or academic program or curriculum consisting of at least 60 semester credit hours or 90 quarter credit hours of instruction, or equivalent.
 - (f) "*Bachelor's degree*" means a credential issued to students who complete a vocational or academic program or curriculum consisting of at least 120 semester credit hours or 180 quarter hours, or equivalent.
 - (g) "*Certificate program*" generally means one or more technical courses usually completed in one to twenty-six weeks, or up to and including 500 contact hours normally with a single skill objective.
 - (f) "*Certified*" when a provider is able to obtain WIA training funds and are on the State Eligible Training Providers List.
 - (g) "*College*" means (1) a unit of a university offering specialized degrees or (2) a postsecondary institution offering courses of study leading to traditional undergraduate college degrees. Some examples of traditional degrees are: Associate of Arts, Associate of Science, Bachelor of Arts, Bachelor of Science, and Bachelor of Fine Arts.
 - (h) "*Commission*" means the Tennessee Higher Education Commission.
 - (i) "*Completer*" an individual who has completed a program of study as defined by the provider in cooperation with and with the approval of the LWIB.
 - (j) "*Contact Hour*" (clock hour) refers to actual directed or supervised instructional time, not to be less than 50 minutes for every 60 minutes of time.
 - (k) "*Credential*" refers to educational credentials which include: certificates, diplomas, letters of designation, degrees, transcripts or any other papers generally taken to signify completion of educational goal at a certified institution.
 - (l) "*Degree*" means letters of designation or credential or a title from a postsecondary level program acceptable to and so authorized by the Commission and/or an accrediting body recognized by the U.S. Department of Education. Typically used in some form is the term 'associate', 'bachelor', 'masters' or 'doctor' in the credential designation.
 - (m) "*Diploma program*" means a program of instruction offering technical and some basic course work. Some general or peripheral courses may be included. The program shall generally range for more than 500 contact hours but less than contact requirements for the Associates degree.
 - (n) "*Enrollment*" refers to those students who have completed the institution's application forms, submitted a financial deposit where required, and have actually attended one or more sessions of classes, or, in the case of home study programs, received one or more lessons.
 - (o) "*Institutional director*" means the institutional executive designated by the institution to assume responsibility for the conduct of the institution and within these rules and the Act. Further, the institutional director will serve as the official contact for all business conducted between the institution and the Commission and maintain complete certification files.

- (p) “*Job Placement*” when an individual enters unsubsidized employment.
- (q) “*JTPA*” the Job Training Partnership Act that is replaced by the Workforce Investment Act.
- (r) “*Local Workforce Investment Boards*” LWIB are the entities across the state that approve all training programs at the local level before becoming officially a part of the State Provider List.
- (s) “*Postsecondary vocational education institution*” means an entity which maintains a place of business within Tennessee, or solicits business in Tennessee, and which offers or maintains a course or courses of instruction or study, or at which place of business such a course or courses of instruction or study are available through field instruction, classroom instruction or both to a person or persons for the purpose of training or preparing the person for a field of endeavor in a business, trade, technical, service or industrial occupation, for a vocation, or for the award of an educational credential.
- (t) “*Quarter*” is a period of instruction into which the academic year may be divided. A quarter must consist of at least 10 weeks.
- (u) “*Quarter credit hour*” means a measurement of scholastic attainment earned by receipt of instruction of one classroom lecture hour per week for one quarter or two hours of laboratory experience per week for one quarter, or three hours of intern/externship experience per week or the equivalent number of hours.
- (v) “*Semester*” is a period of instruction into which the academic year may be divided. A semester must consist of at least 15 weeks.
- (w) “*Semester credit hour*” means a measurement of scholastic attainment earned by receipt of instruction of one classroom lecture hour per week for one semester or two hours of laboratory experience per week for a semester, or three hours of intern/externship experience per week or the equivalent number of hours.
- (x) “*State Provider List*” any institution that has been approved by first the LWIB and has met all performance standards to become and remain certified to receive WIA training funds.
- (y) “*Teachout*” in the event a provider closes before a quarter/semester is complete, the institution has the option to continue to teach the students so as to complete the term or the institution can set up an agreement with another certified provider for students to complete the term.
- (z) “*Tuition*” shall mean but not be limited to, any money or fee involving the student, actually charged or tracked as a bookkeeping item for instruction / training provided.
- (aa) “*University*” means a postsecondary institution that provides facilities for teaching and research, offers traditional undergraduate and graduate degrees at the baccalaureate and higher level, and is organized into largely independent colleges or schools offering undergraduate, graduate, and/or professional programs. Some examples of traditional degrees are: Bachelor of Arts, Bachelor of Science, and Bachelor of Fine Arts.
- (bb) “*Vocational*” in description of a program or institution means that which is organized primarily for job entry or upgrading of job skills that would result in a new job title or position.

CERTIFICATION APPLICATIONS FOR INITIAL ELIGIBILITY

- (1) Certification - What Constitutes a Complete Application:
 - (a) Prior to operating as a WIA training provider, which includes advertising, and institutions seeking or required to hold certification must submit to the LWIB on forms provided by the Commission, a completed application which includes at least the following:
 - (1) General information (pages 1 - 4 of the application);
 - (2) Appendix A – Fire and sanitation reports (omit if accredited or approved by recognized agencies).
 - (3) Appendix B – Complete summary list of programs (form provided in application packet).
 - (4) Appendix C – Administrative faculty and staff (form provided in application). Omit if accredited or approved by recognized agencies.
 - (5) Appendix D – Copy of enrollment agreement (sample form provided and may be used or adapted). Omit if accredited or approved by recognized agencies.

- (6) Appendix E – Description of career and job placement services.
 - (7) Director’ s statement of intent (form provided in application).
 - (8) Owner’ s statement of intent (form provided in application).
- (2) Applications for initial eligibility can be submitted once per quarter to the Commission for entry onto the State Eligible Providers List.
 - (3) Deadlines for the submission of newly certified providers are as follows: Quarter 1 – September 1; Quarter 2 – December 1; Quarter 3 – March 1; and Quarter 4 – June 1.

RENEWAL REPORT REQUIREMENTS

- (1) Once a provider has been certified by the LWIB, they must submit renewal reports to the Tennessee Higher Education Commission within 30 days of the change in status.
- (2) The changes that must be reported will include (forms provided by the Commssion):
 - (a) Change in address – If a move is beyond 10 miles and a student is prevented from completing the training at the new location as determined by the LWIB, a full refund of all moneys paid and a release from all obligations may be given to the student.
 - (b) Change of name.
 - (c) Change in school personnel – for schools accredited or approved by recognized agencies, only changes in administration must be reported. For institutions not accredited or approved by recognized agencies, changes in administration and faculty must be reported.
 - (d) Change in program structure – If the structure of a program changes by 25% or more, this form must be completed.
 - (e) Change in tuition and fees – Any change in tuition and fees must be reported.
 - (f) Change in owner – for any proprietary institution when more than 50% of the institution has been sold or transferred this change must be reported. A person or persons purchasing an institution that is WIA certified shall comply with all the requirements in these Guidelines and federal WIA legislation.

NEW PROGRAM REQUIREMENTS FOR CERTIFIED PROVIDERS

- (1) Certified institutions must submit to the LWIBs an application to add new programs.
- (2) Any certified new programs added to currently certified providers will be added to the State Provider List each quarter of each fiscal year.

SUBSEQUENT ELIGIBILITY

- (1) A provider is deemed to be subsequently eligible to remain on the State Provider List at the end of each annual performance analysis conducted by the Commission.
- (2) If a provider meets the performance criteria mandated by the Governor in the Section entitled, “Accountability Data” of these guidelines, this deems them subsequently eligible to remain a certified provider on the State Provider List.
- (3) The Commission will submit to the LWIBs annual performance reports for all institutions in their area.

CERTIFICATION STATUS

- (1) Grandfathered Certification is approved by the LWIB according to the following criteria:
 - (a) Former JTPA site;
 - (b) BAT approved apprenticeship program; or
 - (c) Federal Financial Aid (Title IV) provider.

- (2) Initial Certification may be issued by the following criteria:
 - (a) LWIB approval of application.
- (3) Subsequent Eligibility may be issued by the following criteria:
 - (a) THEC review of renewal reports (when applicable).
 - (b) Met minimum quarterly performance requirements (refer to Accountability Data section).
 - (c) Results of Site Visit (when applicable).
- (4) Conditional Certification:
 - (a) A conditional certification status on the State Provider List may be based on failure to report renewal requirements, failure to meet performance standards. Such conditional certification may be issued when deemed necessary to protect the public interest.
 - (b) As an alternative to removal from the State Provider List by making conditional its certification to operate, the LWIB or the Commission may suspend or cause to cease any part of institutional activity such as enrolling additional students, or conducting specific classes or programs. Such cessation shall remain in effect until conditions precipitating the suspension of the activity are corrected with preventive measures in place and Commission staff have completed all related reviews and investigations.
 - (c) An institution may voluntarily request conditional certification including suspension of the operation, rather than expose the institution to adverse action or loss of certification, for situations such as unexpected loss of lease and training site. Voluntary suspension and the time period involved must be approved by LWIB and Commission staff.
 - (d) Nothing in this section shall be construed to absolve institutions of their educational and financial obligations to currently enrolled students.
- (5) Removal from the State Provider List:
 - (a) Removal from the State Provider List is the immediate and complete withdrawal of the institution's certification.
 - (b) Grounds for immediate removal from the State Provider List and thus, certification to operate shall include but not be limited to:
 - (1) Disregard of provisions in the Act and/or these guidelines;
 - (2) willful violation of any commitment made in an application for certification;
 - (3) presenting to the general public or students or prospective students information that violates Fair Consumer Practices as outlined in these regulations;
 - (4) Enrolling students using WIA funds in classes or programs that have not been approved by the LWIB;
 - (5) failure to provide or maintain premises or equipment in a safe and sanitary condition as required by laws, regulations, or ordinances applicable at the location of the institution;
 - (6) failure to provide and maintain adequate faculty and/or staff;
 - (7) failure to maintain financial resources adequate for the satisfactory conduct of the courses of instruction offered or to retain a sufficient and qualified instructional and administrative staff;
 - (8) conducting instruction at a site which has not been approved by the LWIB;
 - (9) failure to correct findings resulting from an on site inspection or review of institutional materials;
 - (10) demonstrable pattern of coercion, threats or intimidation by institutional personnel to students or other school personnel;
 - (11) failure to advise Commission about significant factors such as:
 - (a) financial difficulties sufficient to affect program quality;

- (b) significant staff changes in a short period of time;
- (c) change of ownership;
- (d) any factor or clearly developing factor that could alter basis for certification;
- (e) loss or lowering of accreditation status;
- (f) legal action against the certified institution that is directly related to the quality of training; and
- (g) repeated and/or consistent violations of the Act or these regulations, particularly in the same areas such as advertising, fair consumer practices or operational standards may be grounds for conditional or removal from the State Provider List.
- (h) Recommendation from a Local Workforce Investment Board.

MINIMUM CERTIFICATION STANDARDS AND REQUIREMENTS

- (1) Have physical presence in the state as given in these regulations.
- (2) The institution shall maintain and be prepared to demonstrate financial resources adequate to meet the following:
 - (a) facility maintenance and overhead;
 - (b) staff and faculty payroll;
 - (c) books, supplies and / or equipment utilized by students;
 - (d) general operating costs.
- (3) Have an educational program(s) consistent with standards in LWIB plan for length, content and quality for the educational credential offered in compliance with the Act and these regulations.
- (4) All programs must include training and substantive content to attain outcomes stated as the program purpose and mission of the institution.
- (5) No principal party, owner or administrator involved with the proposed institution has ever been associated with a postsecondary educational institution that ceased operation with resulting loss of time or money for enrollees or had institutional authorization to operate in a state revoked or had a felony conviction involving moral turpitude, fraud or a capitol crime.
- (6) No out of state institution will be considered for certification that is not certified in it' s own home state.
- (7) An exception to any part of the Minimum Certification Standards must be reviewed on an individual basis by the LWIBs and the Commission.
- (8) In relation to the size and scope of the institutions, it shall furnish adequate student services to fulfill the mission of the school and provide counseling and / or resources necessary to support programs and claims of the institution. Such services must have staff available to students with the knowledge and skills to effect counseling, guidance and coordination in areas such as; academic standing and satisfactory progress; admissions; employment opportunities or placement; intern/externships; library; financial aid.
- (9) Institutional and Student Records
 - (a) Records of enrollees, completers, and placements must be sufficient to provide quarterly auditable reports to the Commission from the master student registration list.
 - (b) Institutions administering financial aid programs must maintain a ledger and a record of financial aid administered which includes a chronological record of debits and credits which is understandable to the enrollee.
 - (c) Each institution must maintain a master student registration list consisting of at least the following information for any person who has utilized WIA funds:
 - (1) registration date;
 - (2) name of student;

- (3) address of student;
- (4) telephone number;
- (5) social security number;
- (6) name of course or program;
- (10) Current student status or date of dropout or completion, date of employment, employment status (i.e., employed, unemployed, disabled, or deceased), where employed, including the name, address, and telephone number of the employer;
- (11) If a high school diploma or the equivalent is required, for high school graduates or those with high school equivalency, the institution shall have on file an official copy of the high school transcript, or the equivalency certificate with scores which meet the state's minimum for passing; if an ability to benefit basis, the institution shall have on file official records of such; or if on an exception basis, documentation of such; and
- (12) An up-to-date educational transcript for each enrollee in a form that permits easy and accurate review by the student, transfer schools, potential employers and authorized state or federal agencies. The transcript shall be a permanent record of the student's progress and academic performance, which shall include, but not be limited to:
 - (a) full and complete name of the institution;
 - (b) full name of student;
 - (c) social security number;
 - (d) program or department of enrollment;
 - (e) status of student (e.g. active; withdrawal; probation; leave of absence; graduate etc.);
 - (f) an official date recorded for all student withdrawals and graduations;
 - (g) beginning date or academic term with the year for each course attempted, with an grade posted at the completion of the term or discrete contact hours for that course;
 - (h) as applicable to the type of school, credit hours earned or contact hours completed;
 - (i) actual name of each course;
 - (j) indication of credits given by transfer from another institution or credit by exam;
 - (k) cumulative Grade Point Average (GPA); and
 - (l) date the transcript was last updated and/or printed.
- (13) In lieu of hard copy educational transcripts, the institution may maintain the above information by electronic storage provided that there is at least one complete updated ' backup' copy in a separate system or location, Commission staff and other authorized groups have complete and easy access to review student transcripts during site visits and the institution can print out any or all transcripts upon request.
- (14) For institutions with well defined short term programs such as bartending and truck driving, with no separation of courses by subject content, an exact copy of the certificate of completion may be placed in the student file in lieu of an academic transcript.
- (15) Institutions must maintain a written record of the previous training and education of the applicant student which clearly indicates the appropriate credit which has been given by the institution for previous training and education.
- (16) The admissions policy for students must be based on the institution's objectives and must be publicly stated and administered as written. Institutions should not admit students to programs leading to licensure who the institution knows or, by the exercise of reasonable care should know, would be ineligible to obtain

licensure in the occupation for which they are being trained (ex., certain prior legal convictions render one ineligible to hold certain licenses). If a student ineligible for licensure desires to enroll in such a program, regardless of license eligibility, the institution may admit such a student after the student submits, in writing for retention by the institution and review by LWIB, a statement acknowledging such ineligibility. This provision, is not intended to speak contrary to institutions' options to enroll students as non-credit students, auditing students or continuing education students as deemed eligible by the WIA.

- (17) Institutions must provide and maintain qualified faculty and staff in order to fulfill the mission of the institution and all obligations to the students. Instructional staff for all institutions must be selected on the basis of credentials demonstrably higher, on the basis of experience and training, than the level to be taught and hold the appropriate certificate, license, or rating if the subject is a trade requiring certificate, license, or rating. Evidence of qualifiable education, experience, or training (including official transcripts) for each instructor should be maintained at the institution.
- (18) Institutions offering programs of legal interest to other state agencies must, if directed by the Commission, provide information necessary for the dual review of the program. (For example, any institution proposing a teacher education program for the purpose of teacher licensure must also be reviewed by the State Board of Education).
- (19) Institutions must adhere to all copyright laws and observe intellectual property rights in conducting the school.
 - (a) Using video tapes or other forms of telecommunication as a large portion of the contact hours in a program or on a per class basis for the purpose of granting educational credit, must have implied consent by purchase or the written consent of that instructor and/or the institution that produced the educational material, prior to incorporating them into the curriculum.
- (20) School Name:
 - (a) No postsecondary educational institution may use the word "university" in their name unless the school has been so approved by the THEC Office of Postsecondary School Authorization and an accrediting body so recognized by the U. S. Department of Education.
 - (b) No postsecondary educational institution may use the word "college" in their name unless the school has been so approved by the THEC Office of Postsecondary School and an accrediting body recognized by the U. S. Department of Education.
- (21) The maximum pupil teacher ratios acceptable, without special permission from the Commission, are:
 - (a) lecture: 40-1;
 - (b) business laboratory: 50-1 (such as accounting, typing, shorthand);
 - (c) technical and vocational theory: 40-1;
 - (d) technical lab: 40-1 (such as computer programming, data processing) and;
- (22) Non Degree Granting Institutions:
 - (a) Non-degree programs which are designed primarily for job entry or upgrading of skills must be described in clock (contact) hours.
 - (b) Institutions must provide a minimum program length that adequately prepares students for entry level employment.
 - (c) Program lengths that exceed standard or currently acceptable times or program periods established by regulations and/or statutes must justify expansion of training in terms of exceptional student benefits. Such programs may also be required to review curriculum to evaluate consolidation of classes and course material.

FAIR CONSUMER PRACTICES AND STUDENT COMPLAINTS

- (1) All institutions certified by the LWIB and the Commission and their representatives shall be required to operate in accordance with fair consumer practices to ensure current and prospective students that nothing is hidden and verbal and written representations by the school are accurate, such that students can make appropriate decisions concerning their investment of time and money.
- (2) Fair consumer practices means honesty, fairness and disclosure to students in the areas of: admissions, student financial assistance, placement assistance and job placement rates, the transferability of the

institution's credits to other postsecondary schools and other providers, and also includes misrepresentation concerning competitor schools.

- (3) Findings by Commission staff and/or ongoing complaints by current or prospective students that show a pattern of misinformation, misrepresentation, lack of disclosure or discrepancies between verbal and written information, intimidation or coercion may require corrective public announcements or in the opinion of the Commission significant deviation from fair consumer practices may result in conditional certification or revocation of certification.
- (4) Institutions certified under these rules must report to the Commission in writing within 30 working days any unresolved written complaints about their operation of which they are knowledgeable. Such complaints shall be resolved or determined to be not resolved by the institution within 30 working days of the receipt of the written complaint at the Commission offices. Complaints shall be considered as a factor in the renewal application process to remain an eligible training provider.

INSTITUTIONAL CLOSURE

(1) Institutional Closure

- (a) When a certified institution proposes to discontinue its operation, such institution shall notify the Commission staff within 72 hours of that decision and shall submit to Commission staff within 10 days (or other deadline established by Commission staff) a plan to fulfill all obligations given below. Such plan shall include but not be limited to:
 - (1) Anticipated date to terminate teaching activity;
 - (2) Ending date of present term;
 - (3) A listing by name of all students in all programs. Such list shall include student's social security number, address, and phone number, program enrolled in, and estimated graduation dates;
 - (4) A verified agreement with one or more certified providers able to provide sound education to all students in all programs. The agreement should be with providers that are in the same geographic area as that in which the closed institution existed or provide necessary transportation expenses. The provider should provide the student the opportunity to complete his/her program at no additional cost than for which the student originally contracted at the closed institution;
 - (5) Disposition and servicing of all student records;
 - (6) Completion of obligations as designated by LWIB and the Commission staff by established deadlines;
 - (7) Submission of any information or materials related to the closure requested by staff; and
 - (8) Demonstration that current educational obligations by the institution will be met on behalf of the presently enrolled students.
- (3) The institution which proposes to cease operations shall maintain sufficient and qualified faculty, staff, and equipment to teach all subjects to all currently enrolled students, regardless of the size of the class, until such time as the institution closes.
- (4) Should the institution fail to make arrangements satisfactory to the LWIB or the Commission for the completion of the programs in which the currently enrolled students are enrolled and/or for the reimbursement of unearned tuition and fees, the institution shall be subject to removal from the State Provider List.
- (5) Institutions that close without proper notification to the Commission or that fail to comply with closure obligations given in this section may be deemed retroactively by the LWIB or the Commission to have had the institutional certification officially revoked. Such a revocation status shall be maintained as part of the Commission closure file on that institution and any individual(s) directly involved, including but not limited to the director, owner(s) and/or board chair.

- (6) Disposition of Records:
 - (a) Any institution ceasing operation must secure student educational transcripts by making them available to the Higher Education Commission.

ACCOUNTABILITY DATA

- (1) The following performance criteria is mandatory for a provider to remain on the State Provider List. This information is collected quarterly for all programs beginning the second quarter following their certification date. Institutions will have certification status for a minimum of 12 months before consequences of failing to meet performance criteria are enforced.
 - (a) A minimum of 66% of enrollees should complete the certified program. Of the total number of enrollees, the provider can subtract the following from the total when calculating the 66%:
 - (1) Individuals who have left and become employed;
 - (2) Individuals who have transferred to other training programs;
 - (3) those who have entered the military;
 - (4) those who have become incarcerated; and
 - (5) those who have died.
 - (b) No more than 33% of the total enrollees can withdraw for reasons other than the five reasons stated above.
 - (c) 75% of the total number of completers must be placed in employment in an area related to training received.
 - (d) Completers must be placed at a wage level competitive with the local market (as determined by the LWIB).
- (2) There will be a data collection form available to be utilized by training providers from THEC.
- (3) Quarters are defined as: July 1 through September 30, October 1 thorough December 31, January 1 through March 30, and April 1 through June 30. Quarterly reports are due by the fifteenth of the month following the end date of previous quarter.

APPEALS

- (1) If a LWIB rejects an application for certification, the LWIB must provide notice with the letter of rejection of the reasons for rejections as well as the availability of an appeals process.
- (2) Upon notification of revoked certification status or conditional certification status, a provider has 30 days to appeal this decision. The written request for an appeal must be received by THEC within 30 days of the date of the provider's revoked certification status or conditional certification status. THEC then has up to 60 days to respond.